

## Americans with Disabilities

We are committed to supporting and complying with the American with Disabilities Act. If you require special accommodations, please notify us at least two weeks in advance of the activity.

## Policies & Enrollment

All registrations are processed in the order they are received. At the beginning of each registration period, Englewood Resident ID card holders are given priority and are able to enroll two days before others. During this period, non-resident registrations are accepted and prioritized by date/time. Once the priority enrollment period has concluded, all available activity space is filled by non-resident participants in the order received. After this process, all registrations are handled on a first come, first serve basis. All checks are payable to the City of Englewood. Checks are accepted for payment provided they are for the amount of purchase only, local (Colorado), preprinted with customer's name and address, and have a valid Colorado Driver License or Colorado ID card number on them. A \$25 service charge will be assessed on any returned check. **Mail-in Registrations Only:** If you would like a receipt for your classes, please enclose a self-addressed, stamped envelope with your registration.

## Don't Wait!

If you are interested in a class, don't wait to register. We make class/trip decisions based on enrollment. If a class doesn't meet its minimum enrollment, it will be canceled.

## Refund Policy

Unable to attend an activity for which you have registered? If you paid on credit card, we will refund your full dollar amount back on your credit card. If you paid in cash or by check, you can transfer your dollar amount to another class/ program or retain a household credit to be used in the future. Please note that transfers/refunds/household credits pertaining to the Outdoor Adventures or Excursions program areas have different policies.

## Excursion Policies and Procedures

Contact the Program Administrator one week prior to excursion to confirm availability. Some excursions have early cancellation dates. It's our policy not to allow anyone on or off the bus other than at Malley Center and our destination. No one will be allowed to disembark anywhere else. Please do not plan to meet the group at the trip destination.

## Waiting Lists

If your name is on the waiting list, you'll be called if there are cancellations or if additional spaces are added. When calling the list, messages are not left as we need to fill the space ASAP and there is no way of knowing when the message will be received.

## Trip Times

The time on the receipt is the departure time. Plan to be at the Center at least 15 minutes prior to departure time to check-in. When a trip lists more than one date available, decide which date you prefer and check your receipt to be sure you have the date wanted. Return times are approximate. Allow extra time if scheduling personal plans following the activity. No refund will be given if you miss the trip due to being late.

## Refunds

For all Excursions or Outdoor Adventures, a refund of the activity fee, less a \$3 cancellation charge, will automatically be given if the cancellation occurs 5 business days (Mon-Fri) prior to the date of the activity, unless indicated. Some activities have early cancellation dates. If cancellation occurs within 5 working days of the activity, or after the early cancellation date, a refund (less the cancellation charge) will be given only if the space can be filled. The \$3 cancellation charge (or cost of the activity, whichever is less) will be assessed on all cancellations regardless of the date canceled.

## Transfers

If you are unable to attend a class or activity for which you have registered, but prefer to transfer into another activity rather than request a refund, we are happy to accommodate you. There is a service charge of \$3 for such transfer.

## Extended Travel

To assure a space, please register as soon as possible. When registering, please complete the registration form completely. Trip interruption insurance is not always included in the price of the trip. The Center suggests purchasing this item. Costs for tips, baggage handling, meals, attraction fees and refunds are specific to each trip.